

**COMMANDER NAVY INSTALLATIONS COMMAND (CNIC)  
MANAGEMENT and ASSISTANCE TEAM (N9G)**



**Local  
Internal Control Questionnaire (ICQ)  
FY17**

**TICKETS AND TRAVEL**

5720 INTEGRITY DRIVE  
MILLINGTON TN 38055-6520

REVISED OCTOBER 2016

REVIEW COVER SHEET

HOST COMMAND: \_\_\_\_\_

DATES OF REVIEW: \_\_\_\_\_

REVIEW CONDUCTED BY: \_\_\_\_\_

Business Office POC

Name \_\_\_\_\_

Email: \_\_\_\_\_

Phone: \_\_\_\_\_

Region Internal Review Officer

Name \_\_\_\_\_

Email: \_\_\_\_\_

Phone: \_\_\_\_\_

Briefly describe the Tickets and Tours program at this activity:

Programs:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Events:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Services Offered (if applicable) - Include those provided by contract and/or concessionaire:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

1.	<p>Does the ticket and travel office or sellers have a copy of all local ticket agreements (Consignment, Prepaid and E-ticket to include promotional code offers)? Note: Military Ticket Program (MTP) agreements are located centrally at MTP Office. Military Travel Voucher (MTV) agreements are located centrally at Army headquarters.</p> <p>Reference: Community Recreation Program Desk Guide</p> <p><u>Comments:</u></p>	<p>YES <input type="checkbox"/> NR <input type="checkbox"/></p>	<p>NO <input type="checkbox"/> N/A <input type="checkbox"/></p>
2.	<p>Does the Tickets and Travel operation have an updated signed copy of their MTP Memorandum of Agreement (MOA) on file?</p> <p>Reference: Community Recreation Program Desk Guide</p> <p><u>Comments:</u></p>	<p>YES <input type="checkbox"/> NR <input type="checkbox"/></p>	<p>NO <input type="checkbox"/> N/A <input type="checkbox"/></p>
3.	<p>Does the MTP agreement have the most current information for MWR Director, Community Recreation Director, Community Recreation Supervisory Recreation Specialist or Community Recreation (Ticket and Travel) Manager and ticket and travel Sales Clerks or Recreation Assistants?</p> <p>Reference: Community Recreation Program Desk Guide MTP Site (“address page”)</p> <p><u>Comments:</u></p>	<p>YES <input type="checkbox"/> NR <input type="checkbox"/></p>	<p>NO <input type="checkbox"/> N/A <input type="checkbox"/></p>

4.	<p>Does Ticket and Travel Operations actively participate and pursue ticket less options through MTP, MTV and local partnerships?</p> <p>Reference: Community Recreation Program Desk Guide</p> <p><u>Comments:</u></p>	<p>YES <input type="checkbox"/> NR <input type="checkbox"/></p>	<p>NO <input type="checkbox"/> N/A <input type="checkbox"/></p>
5.	<p>Are all Ticket and Travel operations following the Standard ticket and travel mark-up percentages?</p> <p>Note: 8% for national non-reservation tickets and 10% for reservations (attractions, hotels and services) and tours whenever possible?</p> <p>Reference: Community Recreation Program Desk Guide</p> <p><u>Comments:</u></p>	<p>YES <input type="checkbox"/> NR <input type="checkbox"/></p>	<p>NO <input type="checkbox"/> N/A <input type="checkbox"/></p>
6.	<p>Are completed Inventory Count Sheets generated in SAP completed monthly?</p> <p>Reference: AIMS User Handbook FY 16, Section A</p> <p><u>Comments:</u></p>	<p>YES <input type="checkbox"/> NR <input type="checkbox"/></p>	<p>NO <input type="checkbox"/> N/A <input type="checkbox"/></p>

7.	<p>Are annual inventories of fixed assets completed at least once a year and upon relief of a responsible person?</p> <p>Reference: AIMS User Handbook FY 16, Section A</p> <p><u>Comments:</u></p>	<p>YES <input type="checkbox"/> NR <input type="checkbox"/></p>	<p>NO <input type="checkbox"/> N/A <input type="checkbox"/></p>
8.	<p>Are inventory sheets signed by the persons taking inventory?</p> <p>Reference: AIMS User Handbook FY 16</p> <p><u>Comments:</u></p>	<p>YES <input type="checkbox"/> NR <input type="checkbox"/></p>	<p>NO <input type="checkbox"/> N/A <input type="checkbox"/></p>
9.	<p>Are discrepancies between inventory and sales investigated and annotated on files and within the Point of Sale (POS) inventory?</p> <p>Reference: AIMS User Handbook FY 16</p> <p><u>Comments:</u></p>	<p>YES <input type="checkbox"/> NR <input type="checkbox"/></p>	<p>NO <input type="checkbox"/> N/A <input type="checkbox"/></p>
10.	<p>Are National Agency Checks (NACs) performed for all employees?</p> <p>Reference: CNICINST 5300.2, para 203c.</p> <p><u>Comments:</u></p>	<p>YES <input type="checkbox"/> NR <input type="checkbox"/></p>	<p>NO <input type="checkbox"/> N/A <input type="checkbox"/></p>

11.	<p>Does the manager and personnel department possess updated position descriptions for each employee?</p> <p>Reference: CNICINST 5300.2, para 205.e.1</p> <p><u>Comments:</u></p>	<p>YES <input type="checkbox"/> NR <input type="checkbox"/></p>	<p>NO <input type="checkbox"/> N/A <input type="checkbox"/></p>
12.	<p>Does the Ticket and Travel Office maintain a copy of bus driver's license and driver agreement on file for each driver?</p> <p>Reference: Community Recreation Program Desk Guide State and host country requirements</p> <p><u>Comments:</u></p>	<p>YES <input type="checkbox"/> NR <input type="checkbox"/></p>	<p>NO <input type="checkbox"/> N/A <input type="checkbox"/></p>
13.	<p>Does Ticket and Travel ensure that all state, federal and host country rules and certifications are adhered to for bus drivers?</p> <p>Reference: Community Recreation Program Desk Guide State and host country requirements</p> <p><u>Comments:</u></p>	<p>YES <input type="checkbox"/> NR <input type="checkbox"/></p>	<p>NO <input type="checkbox"/> N/A <input type="checkbox"/></p>

14.	<p>Are all Ticket and Travel escorts on orders for Community Recreation trips and Familiarizations (FAMs)?</p> <p>Reference: CNICINST 1710.3, para 1308.d.3</p> <p><u>Comments:</u></p>	<p>YES <input type="checkbox"/> NR <input type="checkbox"/></p>	<p>NO <input type="checkbox"/> N/A <input type="checkbox"/></p>
15.	<p>Are all staff/volunteers conducting skills and instruction and guiding outings operating within current training and certification requirements for each specific activity?</p> <p>Reference: CNICINST 1710.3, para 1308 and 1707 Community Recreation Program Standards Joint Service Travel Program SOP CNICINST 5890.1, para 704</p> <p><u>Comments:</u></p>	<p>YES <input type="checkbox"/> NR <input type="checkbox"/></p>	<p>NO <input type="checkbox"/> N/A <input type="checkbox"/></p>
16.	<p>Are all Ticket and Travel trips break-even to include escort costs (e.g. labor, per diem, meals)?</p> <p>Note: Utilize the standard CNIC Training Branch form on Fees &amp; Charges</p> <p>Reference: Community Recreation Program Desk Guide</p> <p><u>Comments:</u></p>	<p>YES <input type="checkbox"/> NR <input type="checkbox"/></p>	<p>NO <input type="checkbox"/> N/A <input type="checkbox"/></p>

17.	<p>Do all Ticket and Travel escort travel claim reconciliation of ticket and travel trips take into account group meals and other costs figured into the group cost; therefore not claimable on their travel claim?</p> <p>Reference Joint Federal Travel Regulations</p> <p><u>Comments:</u></p>	<p>YES <input type="checkbox"/> NR <input type="checkbox"/></p>	<p>NO <input type="checkbox"/> N/A <input type="checkbox"/></p>
18.	<p>If selling travel, does Ticket and Travel have an updated signed copy of their Joint Services Travel Program (JSTP) MOA?</p> <p>Reference: Community Recreation Program Desk Guide</p> <p><u>Comments:</u></p>	<p>YES <input type="checkbox"/> NR <input type="checkbox"/></p>	<p>NO <input type="checkbox"/> N/A <input type="checkbox"/></p>
19.	<p>Is the JSTP agreement up to date with the current authorized installation POCs?</p> <p>Reference: Joint Service Travel Program SOP</p> <p><u>Comments:</u></p>	<p>YES <input type="checkbox"/> NR <input type="checkbox"/></p>	<p>NO <input type="checkbox"/> N/A <input type="checkbox"/></p>
20.	<p>If selling travel, has Ticket and Travel employees completed the required training for travel services offered?</p> <p>Reference: Community Recreation Program Desk Guide Joint Service Travel Program SOP</p> <p><u>Comments:</u></p>	<p>YES <input type="checkbox"/> NR <input type="checkbox"/></p>	<p>NO <input type="checkbox"/> N/A <input type="checkbox"/></p>



Notes:

**ADDITIONAL REQUIREMENTS**

*COMPLETE THE FOLLOWING ICQs, as applicable*

<input type="checkbox"/> <i>HUMAN RESOURCES ICQ*</i>	<input type="checkbox"/>	<input type="checkbox"/> <i>N/A</i>	<input type="checkbox"/> <i>NR</i>
<input type="checkbox"/> <i>FINANCE ICQ</i>			
<i>Financials*</i>	<input type="checkbox"/>	<input type="checkbox"/> <i>N/A</i>	<input type="checkbox"/> <i>NR</i>
<i>Cash and Cash Handling</i>	<input type="checkbox"/>	<input type="checkbox"/> <i>N/A</i>	<input type="checkbox"/> <i>NR</i>
<i>Sales</i>	<input type="checkbox"/>	<input type="checkbox"/> <i>N/A</i>	<input type="checkbox"/> <i>NR</i>
<i>Account Receivable</i>	<input type="checkbox"/>	<input type="checkbox"/> <i>N/A</i>	<input type="checkbox"/> <i>NR</i>
<i>Accounts Payable*</i>	<input type="checkbox"/>	<input type="checkbox"/> <i>N/A</i>	<input type="checkbox"/> <i>NR</i>
<i>Inventories and Fixed Assets</i>	<input type="checkbox"/>	<input type="checkbox"/> <i>N/A</i>	<input type="checkbox"/> <i>NR</i>
<input type="checkbox"/> <i>PROCUREMENT ICQ</i>			
<i>Purchasing</i>	<input type="checkbox"/>	<input type="checkbox"/> <i>N/A</i>	<input type="checkbox"/> <i>NR</i>
<i>NAF Purchase Card*</i>	<input type="checkbox"/>	<input type="checkbox"/> <i>N/A</i>	<input type="checkbox"/> <i>NR</i>
<i>Receiving</i>	<input type="checkbox"/>	<input type="checkbox"/> <i>N/A</i>	<input type="checkbox"/> <i>NR</i>

**NOTES:**

***\*Records may be kept at by Regional Business Office***